Navigator/CAC Statewide Webinar

The webinar will begin at 12:30.

The webinar is not being recorded, but this PowerPoint will be available on Assister Central.

During the webinar, please use the “chat” feature (look for the “chat” image circled below) to submit questions!

July 8, 2020
DHS Updates
Alex Smith Insulin Affordability Act
MNsure-certified navigators have a role to help individuals apply for the continuing need program providing up to 12 months of insulin.

To date nearly 80 navigator organizations are participating and more than 200 navigators have completed training.

Consumers and other assisters can find a participating navigators using a new feature in the Assister Directory:

- Assister Type
- City
- Zip Code
- Include Nearby Zip Codes?
- Certified for Insulin Program Assistance
- Spoken Languages

- Broker
- Navigator
- Both

- Certified (navigators only)
- English
- American Sign Language
Minnesota Insulin Safety Net Program

- Navigator agencies who want to participate can follow the instructions on Navigator One Stop to request a contract amendment: "Insulin Assistance Program"

- Participating navigators can find additional resources on the Insulin Assistance Program page, including the insulin case association form and outreach templates. More training support materials will be posted as they are available.
Recertification for Open Enrollment (OE) 2021
OE 2021 Recertification Requirements

- All navigators and CACs must complete recertification prior to the start of open enrollment (OE).

- Training requirements for OE 2021 (approximately 1 hour):
  - MNsure Data Security and Privacy
  - MNsure Accessibility Compliance and Ethics
  - Achieve a score of at least 80% on the knowledge assessment
Update Roster Information in AMP

- Reminder: Ensure a smooth recertification process this year by checking to make sure information in AMP (Agency Management Program) is accurate and up-to-date
  - Agency roster: Change assisters who are no longer active to inactive
  - Individual staff: Contact information, especially email addresses, must be correct
  - Directory information: Are the languages spoken and counties served up to date?
- Information on how to update agency information in AMP can be found in the Essential Tools section of Navigator One Stop
OE 2021 Recertification Process

- Recertification training will be available starting in early August
- Once the courses are available, MNsure will email all navigators and CACs instructions for completing recertification, including a reminder of their Unique Key for logging into the Learning Center
- Your agency administrator will be able to confirm your recertification completion through the Agency Management System (AMP).
OE 2021 Recertification Process

- Recertification training requirements must be completed by, **Thursday, October 15, 2020** or your certified status will lapse:
  - You will no longer be authorized to assist consumers with the application and enrollment process
  - You will no longer have access to Assister Resource Center (ARC) services
  - Your access to the assister portal will be suspended (if applicable)
  - Navigators will be removed from the online Assister Directory
  - Navigators are not eligible for payment for any applications or enrollments completed after their certification has lapsed

- Suspended assisters will be able to reactivate their certification after the date of their suspension by completing all outstanding recertification requirements.
Resources

- Please visit Assister Central to find the resources related to this presentation.
  - Updated information about current certification and recertification processed can be found in the “Certification and Recertification” section of Navigator One Stop.
  - The Certification and Recertification policies and procedures can also be found on Navigator One Stop.
Thank you!

Use #6 to unmute your line and ask a question. Remember to state your name and organization. Use *6 to remute your line when you are done.

To submit questions via chat, click on the “chat” bubble image on the bottom of your screen to access this feature.